










Service Monitoring Guidelines

To ensure health, safety and rights of people supported











Service Coordinators shall review the following areas every time they visit a person face to face in a setting funded by the Division of Mental Retardation and Developmental Disabilities (group home, ISL, foster home, day program, etc.)

Areas to Review	Interpretive Guidelines
HEALTH- <i>applies to residential services unless otherwise indicated</i>	
 General well-being	✓ Talk to the person and staff; ask how the person is feeling today? Has the person had any recent injuries or illness? Has the person been to the Doctor and if so, what was the result?
 Appearance	✓ Is the person clean? Are clothes and shoes clean, in good condition and the correct size?
 Weight change	✓ Observe and ask questions if there seems to be a weight change.
 Special dietary needs	✓ Are staff and the person aware of any special dietary needs? Ask the person what he / she had for lunch, dinner, etc. Ask about grocery shopping. Have the person show the contents of the refrigerator and /or pantry
 Medications	✓ Are medications present? Look at the bubble packs, have pills been missed? Are the medications locked & secure?
 Doctor's Orders	✓ Are the orders present, signed and current?
 MAR's (does not apply to day hab if no medication is given during the day)	✓ Are there blanks? Are they signed?
 Adaptive equipment	✓ Is the equipment clean, in good repair and is it being used as prescribed? Do the person and staff know how to use the equipment? Is it the right equipment?
 Physical, vision and dental exams (a copy of the physical is not required for day hab if the person does not receive residential services)	✓ Are the exams current and in the home record? *Physical exam must be completed annually

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Areas to review	Interpretive Guidelines
ENVIRONMENT - <i>applies to all settings</i>	
 Cleanliness of home / facility	✓ Is the home/ facility clean? Look for dirt, insects, rodents, pests, trash. *Unclean is defined as anything that may represent a health or safety threat for the people living there.
 Odors	✓ Are there any unusual odors present (urine, feces, spoiled food, natural gas)?
 Temperature	✓ Is room temperature too hot or cold? Is water temperature too hot or cold?
 Maintenance of the home facility	✓ Is the home / facility in good repair? No broken windows, doors, walls, plumbing, electrical, etc. All appliances are in working order, all steps & railings are in good condition, all furniture is clean and in good repair.
 Adaptations	✓ Is the home / facility adapted for the person? Can the person get out in case of an emergency?
 Soap & towels	✓ Are these items present in the bathroom(s) and kitchen? Are they being used by people and staff?
 Smoke detectors and fire extinguishers	✓ Are these items present? Ask the person and staff if they work.
Area's to review	Interpretive Guidelines
MONEY - <i>applies only to residential settings</i>	
 Spending money	✓ Where is the money kept? How much money does the person have access to? What is the balance? Ask the person if they have bought anything they wanted lately?
 Bills	✓ Are the bills paid? Who pays them?
 NAFS / Personal accounts	✓ Have there been any purchases? If so, does the person have the purchased item?

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RIGHTS- <i>applies to all settings</i>	
 Control	✓ Observe: Who answers the door and phone? Do people appear to ask staff for permission frequently? Do people choose who visits in their home? Are staff taking care of personal business while at work (errands, children at work, phone calls, etc.)? Can people talk privately? Do people have privacy for daily activities that are typically private (dressing, bathroom, etc.)?
 Choice	✓ Ask the person, do you choose what you eat & when? Do you choose what to buy with your money? How do you decide what to do everyday?
 Rules	✓ Ask if there are any rules? If so, who made up the rules?
 Restrictions	<p>✓ Are there any restrictions? Are there places in the home that are off-limits (other than bedrooms)? Is the refrigerator off-limits or restricted? Are there alarms on the doors, etc.?</p> <p>If there are restrictions in the person's plan, does the person know how to have their right restored? Are efforts being made to teach the person how to have their rights restored?</p>

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SERVICES & STAFF- <i>applies to all settings</i>	
 Staff	✓ Observe! Are staff interactions respectful, attentive and positive? Are staff teaching and mentoring people?
 Services authorized	✓ Are the services authorized in the plan being provided, is when, where and by whom documented? Are staffing ratios being met?
 Staff Documentation	✓ Is the documentation present and meaningful? Are incident and injury reports being completed and forwarded to the Regional Center in a timely manner? Do daily activity records that staff complete describe the activities & services the person participated in?

Reference materials:

Medicaid Waiver Manual, section 13.9, Adequate documentation

TCM manual, Service codes and descriptions, 00022- Quality Enhancement

Service Coordinator Manual

DMH MRDD Personal Plan Guidelines

DMH Provider contract

DMH MRDD Client Rights Brochure